



The Village Surgery Newsletter Winter 2023



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Pinxton
Nottinghamshire
NG16 6NH

www.thevillagedoctors.co.uk

The HUB, Shiners Way
South Normanton
Derbyshire
DE55 2AA

MERRY CHRISTMAS and HAPPY NEW YEAR

We would like to take this opportunity to wish all our patients a happy and healthy Christmas and New Year.

Thank you for your patience and ongoing support as we continue to improve the services offered by the surgery following the CQC inspection.

The surgery will be closed on the bank holidays: 25 December, 26 December and 1 January, if you need to contact a doctor on these days please contact 111 or attend a Walk In Centre.

APPOINTMENTS

As you will probably know appointments can be booked as a face-to-face or telephone appointment.

If offered a telephone appointment it may be at any time of the day, up to 18:30.

There are a number of on the day appointments available each day from 08:00. There are also pre-bookable appointments up to 4 weeks ahead. There are a number of evening appointments available to be booked at the Limes Surgery and other telephone appointment available; please ask about Extended Access.

Please note that when all the on the day appointments have been booked if your request is urgent you will be added to the list for the doctor On Call on the day. This will be a **telephone appointment**.

Appointments are offered at **both sites** so patients may need to be prepared to travel, particularly for the On Call clinician.

Demand for appointments remains extremely high and on some occasions it is necessary to close the list for the On Call doctor who simply would not have capacity to deal with all the requests while providing safe and effective care to patients. On these occasions you will be asked to contact 111 or visit a Walk In Centre.

MISSED APPOINTMENTS

Please let us know **as soon as possible** if you cannot attend your appointment so that it can be used for another patient. We have seen an increased number of patients not attending booked appointments which has a knock on effect on availability for the following days and weeks.

In September there were 138 missed appointments and in October there were 183 missed appointments, amounting to nearly **59 hours** wasted.

HOME VISITS

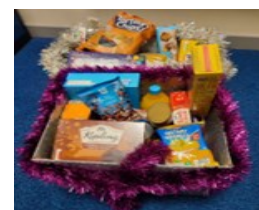
If you require a home visit you must call us **before 11:00am**. Please be prepared to give the receptionist any relevant information. A new system has now been introduced which is

commissioned by Joined Up Care Derbyshire to help with patient demand. Visits should be requested in the usual way and a surgery GP will call to assess the request first and then pass the visit onto the most suitable practitioner as necessary.

SURGERY NEWS

We are pleased to confirm that we have two new GPs joining the team in December; Dr Onyeani and Dr Efuwape, who you may have met when they spent some time with us in recent months as locum GPs. Kimberly and Letitia are also joining the Reception team. We wish Emma from Reception and Emma, Practice Nurse, all the best as they move on to their new roles.

Staff from the surgery have put together food hampers to donate to the food bank this Christmas.



**REPEAT PRESCRIPTIONS
AND MEDICINE ORDER
LINE
(MOL)**

Repeat prescriptions can be requested via the NHS App, by bringing your repeat request list into surgery or by calling the Medicine Order Line on **01246 588860**. Please do not call the surgery to request your repeat prescription.

USEFUL INFORMATION

The closest **walk-in centre** is:

RIPLEY, Sandham Lane, Ripley,
DE5 3HE

Other walk in centres can be found in: Buxton, Derby, Ilkeston and Whitworth

PHARM-REFER

Many minor ailments can be dealt with by your local pharmacy, please consider this option before contacting the surgery. If calling the reception team may offer to refer you to the pharmacy if your ailment meets the criteria



ONLINE ACCESS

Please ask one of the receptionists for more information and to sign up for this service.

STAY WELL THIS WINTER

Coughs and colds don't usually need a doctor's appointment.

You should:

- rest
- drink plenty of fluids
- try to stay at home and avoid contact with other people if you have a high temperature or you do not feel well enough to do your normal activities

You should see a doctor if:

- you've had a cough for more than 3 weeks (persistent cough)
 - your cough is very bad or quickly gets worse - for example, you have a hacking cough or cannot stop coughing
 - you feel very unwell
 - you have chest pain
 - you're losing weight for no reason
 - the side of your neck feels swollen and painful (swollen glands)
 - you find it hard to breathe you have a weakened immune system - for example, because of chemotherapy or diabetes
- See a GP urgently if you're coughing up blood.**

SURGERY OPENING HOURS

Pinxton:

Monday 08:30 to 18:30
Tuesday 08:00 to 17:00
Wednesday 08:00 to 13:00
Thursday 08:30 to 18:30
Friday 08:00 to 17:00

South Normanton:

Monday 08:00 to 17:00
Tuesday 08:30 to 18:30
Wednesday 08:30 to 18:30
Thursday 08:00 to 17:00
Friday 08:30 to 18:30

The surgeries close at 13:00 on the second Wednesday of the month for staff training.



**Live Life
BETTER
DERBYSHIRE**

LIVE LIFE BETTER

Live Life Better offers a free healthy lifestyle service that helps you to -

- Stop smoking
- Manage your weight
- Get more active
- Identify your health and wellbeing needs

If you are interested in their services please pick up a leaflet in surgery, call 0800 085 2299 or visit www.livelifebetterderbyshire.org.uk.

WEBSITE and FACEBOOK

Please take a look at our website (address above) this provides you with lots of information about the surgery. We also post updates on our Facebook page so it is worth following this to be kept up to date.